

## INFORMATION DISCLOSURE CITATION

Atty. Docket No.	07442.0010	Serial No.	09/365,243
Applicant	Terrance C. SLATTERY et al.		
Filing Date	July 30, 1999	Group:	3713

JUL 10 2001

## U.S. PATENT DOCUMENTS

Examiner Initials TRADEMARK OFFICE	Document Number	Issue Date	Name	Class	Sub Class	Filing Date If Appropriate
CH	5,727,950	03/17/98	Cook et al.	434	350	

## FOREIGN PATENT DOCUMENTS

	Document Number	Publication Date	Country	Class	Sub Class	Translation Yes or No
CH	WO 99/33041	07/01/99	WIPO			

JUL 1 8 2001  
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 TECHNOLOGY CENTER R3700

## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

CH	Lefkowitz et al., "A Knowledge-Based Intelligent Tutoring System for Telephony Operations Support Systems" Proceedings of the International Conference on Communications (ICC), IEEE, May 23, 1993, pages 1880-1884.

Examiner	Chanda Harris	Date Considered	8/2/01
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\*Examiner: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.